

Please amend the present application as follows:

In the Claims

Please substitute the following clean copy text for the pending claims of the same number.

Sub B2
A1
1. (Once amended) A method for providing customer support to a peripheral device user, comprising the steps of:

establishing a communications link between a customer support representative and the user with a customer support unit integrated with the peripheral device; and

transmitting communications of the customer support representative to the user while the user is at the peripheral device via the customer support unit.

A2
3. (Once amended) The method of claim 1, further comprising the step of transmitting communications of the user to the customer support representative via the customer support unit while the user is at the peripheral device.

A3
5. (Once amended) The method of claim 1, further comprising the step of presenting the customer support representative with information about the status and settings of the peripheral device by providing that information using the peripheral device.

Sub B2
6. (Once amended) The method of claim 5, further comprising the step of permitting the customer support representative to change settings of the peripheral device.

7. (Once amended) A system for providing customer support to a peripheral device user, comprising:

AS means integrated with the peripheral device for transmitting customer support representative communications across a network; and

means for presenting the customer support representative communications to a user at the peripheral device.

12. (Once amended) The system of claim 7, further comprising means comprised by the peripheral device for presenting information regarding peripheral device status and settings to the customer support representative.

Det 13. (Once amended) The system of claim 12, wherein the means for presenting information regarding peripheral device status and settings comprises a web server module.

14. (Once amended) The system of claim 12, further comprising means for allowing the customer support representative to change settings of the peripheral device.

Sub B27 15. (Once amended) A system for providing customer support to a user of a peripheral device, comprising:

a customer support unit that is adapted to be integrated with and electrically connected to the peripheral device, the customer support unit comprising a speaker and a display that are adapted to present audio and video data of a customer support representative to the user; and

network interface devices that are adapted to transmit and receive
A4 communications across a network.

18. (Once amended) The system of claim 15, further comprising a web
A5 server module of the peripheral device adapted to generate web pages containing
A1 information about the status and settings of the peripheral device.

[Please add the following *new* claims:]

Sub B2
A6
21. (Newly added) A method for providing customer support to a
peripheral device user, comprising:
receiving a customer support request from a peripheral device user;
establishing a communications link between a customer support representative
and the user with a customer support unit that is integrated with the peripheral device;
providing configuration information about the peripheral device to the
customer support representative, the information being provided directly by the
peripheral device;
transmitting communications of the customer support representative to the
user while the user is at the peripheral device via the customer support unit; and
transmitting communication of the user to the customer support representative
while the user is at the peripheral device via the customer support unit.

22. (Newly added) The method of claim 21, wherein transmitting
communications comprises transmitting audio and video data.

23. (Newly added) The method of claim 21, wherein providing configuration information comprises posting the configuration information to a web page using an embedded web server of the peripheral device.

24. (Newly added) The method of claim 23, further comprising permitting the customer support representative to change a setting on the peripheral device remotely.

25. (Newly added) A peripheral device, comprising:

a scanner;

an embedded web server configured to post peripheral device configuration information; and

a customer support unit configured to facilitate communications between a peripheral device user at the peripheral device and a customer support representative, the customer support unit including a microphone that collects voice data of the user, a speaker that emits voice data of the representative, and network interface devices that enable transmission of the data between the user and the representative.

26. (Newly added) The device of claim 25, wherein the embedded web server is configured to receive remote commands transmitted by the representative to change settings on the peripheral device.

27. (Newly added) The device of claim 25, wherein the customer support unit further comprises a camera that collects video data of the user.

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28. (Newly added) The device of claim 25, wherein the customer support unit further comprises a display that displays video data of the representative.
